

TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN HUMAN RESOURCE MANAGEMENT

BHR:2201: INDUSTRIAL RELATIONS

END OF SEMESTER EXAMINATION

SERIES: JULY 2021

TIME:2HOURS

DATE:15Jul2021

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of five questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

QUESTION ONE

- a) Describe **six** roles of the International Labour Organization (ILO) in improving the welfare of workers in the world. (12 marks)
- b) As a Human Resource Manager, highlight Five ways that can give an indication of potential grievances in an organization. (10 marks)
- c) Highlight **Four** Circumstances under which a contract of employment may be terminated. (8 marks)

QUESTION TWO

- a) Define Discipline (2 marks)
- b) List and explain FOUR importance of disciplinary policies in an organization. (8 marks)
- c) List and explain FIVE roles of tripartite consultations in industrial relations. (10marks)

QUESTION THREE

- a) Explain the following terms as used in Industrial Relation.
 - (i) Mediation (2marks)
 - (ii) Arbitration (2 marks)
 - (iii) Lockouts (2 marks)
 - (iv) Strikes (2 marks)
 - (v) Collective Bargaining Agreement (2 marks)
- b) List any Five importance of Grievance Handling Procedure. (10 Marks)

QUESTION FOUR

- a) State and explain SIX benefits of employee involvement in an organization. (12 marks)
- b) Describe any FOUR ways of managing ethics at a workplace. (8marks)

QUESTION FIVE

- a) List and explain FIVE advantages of a Trade Union. (10 marks)

List and explain any FIVE suggestion measures to improve Industrial Relations in an organization. (10 marks)